



VACANCY

REFERENCE NR	:	VAC00888
JOB TITLE	:	Head of Department: Service Delivery Management
JOB LEVEL	:	E2
SALARY	:	R 1 339 003 - R 2 008 505
REPORT TO	:	Exec: IT Service Management
DIVISION	:	Service Management
DEPT	:	Service Delivery Management
LOCATION	:	Gauteng, Pretoria
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

The role will be responsible to manage information technology (IT) service offerings to SITA clients, establishes relationships with clients AND Manage IT Service Level Management, Service Continuity, and Service Operation, ensure availability and stability of business-critical applications through leading and facilitating cross functional IT development, operational and support teams.

Key Responsibility Areas

- Define IT Service Management (ITSM) strategy and roadmap aimed at end to end service performance monitoring, first line support, covering Integrated Operations Centre (IOC) underpinned by Network (NOC), Data Centre (DOC) and Security Operations Centre (SOC) and providing IT Asset Management (ITAM) and Software Asset Management (SAM).
- Provide direction and leadership in IT Service Management Technologies, Processes and Partnerships ensuring ICT Management Practice Framework including Project Management, Risk Management, Quality Management, Requirement Management, Solution Architecture, Acquisition, Software Development, System Integration, Quality and Testing, Software Maintenance, Solution Implementation, Solution Support.
- Drive continuous improvement of service delivery to customers
- Manage organisational resources to resolve customer issues and to identify root causes and service improvement actions while balancing the financial realities and strategic goals of the company
- Financial and business management
- Human Capital Management.

Qualifications and Experience

Required Qualification: Minimum A Bachelor's Degree in Computer Science /Information Technology or relevant equivalent to NQF Level 7.

Experience: 10 years in the provision of ICT services / solutions, with 5 years as a Senior Manager with strategic leadership, general management, business support/operations within the corporate which should include the following:

- ICT Service Delivery Management experience IT/Service Delivery exposure on ITSM (Service Management) Technologies, practices and principles CobIT foundations, formal project management and experience in the Applications and Infrastructure using ITIL framework, IT contracts and vendor management experience.

Technical Competencies Description

In depth understanding of: IT Service Management solutions, Understanding of messaging services, Understanding of data management backup principles, Ability to lead concurrent projects, In depth knowledge of IT Models and Frameworks, Excellent Vendor Management. Excellent stakeholder management, Excellent Project Management skills, Knowledge of Application, Hosting, WAN and LAN infrastructure. Knowledge and understanding of ICT technologies, legislation, policies and procedures. Knowledge of PFMA and procurement procedures in Government. Understanding continual improvement through service/process monitoring and evaluation Expertise in contract negotiation procedures. Architecture, analysis, ICT security and project management. Excellent Financial Management Business risk and issue identification ICT Governance strategy, policies and procedures.

Technical Competencies: IT Service Management, IT Project Management, IT Risk Management, and Vendor/Supplier Management.

Leadership Competencies: Customer Experience, Collaboration, Communicating and Influencing, Honesty, Integrity and Fairness, Outcomes driven, Innovation, Planning and Organising, Creative Problem Solving, Bimodal IT Practice Managing People and Driving Performance, Decision-making, Responding to Change and Pressure, and Strategic Thinking.

Interpersonal/behavioural competencies: Active listening, Attention to Detail, Analytical thinking, Continuous Learning, Disciplined, Empathy, Inclusivity, and Stress Management.

How to apply

Kindly forward your CV to: Masoko.recruitment@sita.co.za stating the position applying for and the relevant reference number

Closing Date: 26 May 2022

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant`s responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.
- CV's sent to incorrect email address will not be considered